

**HEARING AID DISPENSERS BUREAU**

P.O. Box 980490, W. Sacramento, CA 95798-0490  
Telephone: (916) 574-7990 Fax: (916) 574-8645



## Information Disclosure Policy

### *Background*

At a November 12, 1993 public meeting, HADEC voted to adopt a broad information disclosure policy which parallels one adopted by the Medical Board of California in May 1993. The policy broadens the information provided to consumers, upon request, about hearing aid dispensers.

Previously, consumers were able to find out a hearing aid dispenser's license status (including revocation or suspension), address of record, and disciplinary actions limited to citations and to formal Accusations filed by the Attorney General's Office. Any discipline that had been completed by a dispenser 10 years earlier was not reported and inquirers were told the dispenser's record was clear.

### *Policy*

The policy is intended for individual consumers who call or write the Hearing Aid Dispensers Bureau about specific individual hearing aid dispensers. However, the same information will be provided to any inquirer, including insurance companies, reporters, etc.

Under the policy, the following information will be public record:

1. Status of license
  - Good standing
  - Temporary Restraining Order (TRO)
  - Interim Suspension Order (ISO)
2. Prior discipline
  - By the Hearing Aid Dispensers Examining Committee (with no time restriction)
  - By another state or jurisdiction
3. Felony convictions reported to the Hearing Aid Dispensers Bureau
4. Cases forwarded to the Attorney General for filing or current Accusations filed by the Attorney General

(over)

Below are a few examples of how staff provides this information. Staff may only disclose information on their computer screens, with no further explanation or interpretation. A follow-up letter confirming the information provided may be sent to callers who request it and provide their names and addresses.

<b>Information Disclosure</b>	<b>Statement</b>	<b>Disclaimer</b>
1. Status of license Good Standing	Mr. Smith's license is valid and current.	No disclaimer required.
TRO	On 4-16-93, a TRO was issued against Mr. Smith's license for substance abuse.	The information on disciplinary actions may only go as far back as 10 years following the final date of the action, such as the last day of probation. Our data may not include actions that were a result of action prior to 10 years ago.
ISO	On 7-23-93, an ISO was issued against Mr. Smith's license for sexual misconduct.	Same as above.
2. Prior discipline By HADEC	On 1-15-93, Mr. Smith was placed on probation for one year for gross negligence.	Same as above.
By another state	On 7-13-93, Mr. Smith's hearing aid dispenser license was suspended for six months by New York for submission of false Medicaid claims.	This information is from another state (or a federal government agency) and we are providing it to you as a courtesy without guarantee of its accuracy. California may take disciplinary action based on the discipline by another state (or federal government agency). For more information or verification, you should write (insert state or federal government agency), which imposed the discipline.
3. Felony	On 1-30-93, Mr. Smith was found guilty of rape.	All felony reports to HADEC are reviewed and action taken only if it is determined that a violation of the Hearing Aid Dispensers Licensing Law has occurred. For additional information, you may check with the local District Attorney's Office.
4. Cases sent to Attorney General	On 5-9-93, a case by HADEC against Mr. Smith was forwarded to the AG for further investigation on allegations of unnecessary fitting of hearing aids on two clients.	Charges have not been filed. The dispenser has not had a hearing or been found guilty of any charges.